GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:128
ANSWERED ON:23.11.2005
COMMITTEE FOR PUBLIC GRIEVANCES
Mallikarjunaiah Shri S.

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has constituted a Committee for hearing Public Grievances relating to the Central Government offices and Schemes;

(b) if so, the details thereof; and

(c) if not, the present system in force in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

(a), (b) & (c): A Standing Committee of Secretaries for Public Grievance Redressal was constituted in August, 1998, to consider proposals for systemic reform and grievance redressal, relating to departments with public interface. The Committee has been reviewing the grievance mechanism of Ministries/Departments which have substantial interface with the public. The Committee is chaired by the Cabinet Secretary. Secretary, DOPT, Secretary (Coordination), Cabinet Secretariat, Secretary, Department of Consumer Affairs, Chairman, Railway Board, Secretary, Department of Posts, Director General, NIC, Principal Information Officer and Additional Secretary in Department Administrative Reforms and Public Grievances are is other members. The Committee is serviced by the Department of Administrative Reforms and Public Grievances. The Ministries which have been reviewed so far include Ministry of Communications (Department of Telecom), Ministry of External Affairs (Passport Division), Department of Company Affairs, Ministry of Civil Aviation, Department of Revenue (Central Board of Excise and Customs and Central Board of Direct Taxes), Department of Health, Ministry of Information & Broadcasting, Ministry of Urban Development, Ministry of Finance (Banking and Insurance Divisions) and Department of Post.